

IN THE CLAIMS

For the convenience of the Examiner, all pending claims of the present Application are presented below whether or not an amendment has been made. Please amend the claims as follows:

1. **(Previously Presented)** A method for processing the returns of merchandise purchased through the World Wide Web comprising:

receiving, from a consumer, an electronic request via a computerized system associated with the consumer, the electronic request requesting to initiate processing of one or more items of merchandise purchased by the consumer in a prior purchase transaction;

in response to receiving the electronic request from the computing system associated with the consumer, gathering transaction history data associated with the consumer from a computerized database;

displaying the transaction history associated with the identified consumer to the consumer on the computerized system associated with the consumer, the transaction history identifying a listing of merchandise associated with the consumer;

in response to and after displaying the transaction history, receiving an electronic selection, generated by the consumer on the computerized system associated with the consumer, of a particular item of merchandise within the listing of merchandise in the displayed transaction history, the electronic selection comprising a click on the particular item of merchandise within the list of merchandise and identifying the particular item of merchandise for returns processing; and

in response to receiving the electronic selection comprising the click on the particular item of merchandise within the list of merchandise, initiating a returns process for the particular item of merchandise selected by the consumer from the list of merchandise purchased by the consumer in the prior purchase transaction, the returns process initiated by a returns server.

2. **(Previously Presented)** The method of Claim 1 further comprising retrieving a preference profile for the identified consumer.

3. **(Previously Presented)** The method of Claim 2 further comprising crediting a consumer account indicated in the consumer preference profile based upon the item selected.

4. **(Previously Presented)** The method of Claim 1 further comprising notifying a retailer associated with the item selected by the consumer.

5. **(Previously Presented)** The method of Claim 4 further comprising providing the retailer with the transaction information and consumer information associated with the item selected by the consumer.

6. **(Original)** The method of Claim 1 further comprising generating a return shipping label for the merchandise to be returned.

7. **(Original)** The method of Claim 1 further comprising notifying a shipping provider of a merchandise return to be picked up.

8. **(Previously Presented)** The method of Claim 1 further comprising: auctioning the merchandise selected for return by the consumer.

9. **(Original)** The method of Claim 1 further comprising communicating between a client system and a server system via the Internet.

10. **(Withdrawn)** A method for processing the local return of remotely purchased merchandise comprising:

displaying, on a client system, a transaction listing containing transactions associated with a user;

the transaction listing including at least one individual transaction indicative of merchandise purchased by the user from a retailer; and

initiating a returns process in response to selection of at least one individual transaction by the user.

11. **(Withdrawn)** The method of Claim 10 further comprising:

identifying the user; and

retrieving transaction information associated with the identified user.

12. **(Withdrawn)** The method of Claim 10 further comprising:

transmitting an identifier to a server system; and

retrieving a user preference profile previously stored for the user identified by the identifier.

13. **(Withdrawn)** The method of Claim 12 further comprising:

completing the returns process based upon settings in the user preference profile.

14. **(Withdrawn)** The method of Claim 10 further comprising:

notifying the retailer of the merchandise to be returned; and

providing transaction information associated with the merchandise return to the retailer.

15. **(Withdrawn)** The method of Claim 10 further comprising:

notifying a shipping agent of a merchandise return package to be shipped; and

generating a shipping label for the merchandise return package.

16. **(Withdrawn)** The method of Claim 12 further comprising issuing a credit to a user account indicated in the user preference profile.

17. **(Withdrawn)** A system for processing merchandise returns comprising:
a server communicatively coupled to a network;
the server operable to receive single-action requests from the network;
at least one transaction database communicatively coupled to the server;
at least one customer database communicatively coupled to the server;
a program of instructions executable by the server; and
the program of instructions operable to access a client identifier included in the return request, identify a customer in the customer database based upon the client identifier and create at least one transaction listing from transactions included in the transaction database associated with the identified customer.

18. **(Withdrawn)** The system of Claim 17 further comprising:
at least one client communicatively coupled to the network;
at least one display operably coupled to the client;
the display operable to display the transaction listing created by the server; and
the client operable to transmit a single-action return request to the network in response to selection of at least one transaction displayed in the transaction listing.

19. **(Withdrawn)** The system of Claim 17 further comprising the program of instructions operable to initiate a returns process in response to selection of at least one transaction from the transaction listing.

20. **(Withdrawn)** The system of Claim 19 further comprising the program of instructions operable to retrieve a preference profile for the identified user and complete the returns process based upon settings included in the preference profile.

21. **(Withdrawn)** A method for processing the returns of merchandise comprising:

storing transaction history data associated with a user in a computerized database, the transaction history data comprising information about one or more purchase transactions associated with the user;

displaying the transaction history data associated with the user to the user on a computerized system; and

initiating a returns process in response to a selection, by the user, of a transaction displayed in the transaction history, the selection comprising input by the user into the computerized system.

22. **(Withdrawn)** The method of Claim 21 further comprising retrieving a preference profile for the user.

23. **(Withdrawn)** The method of Claim 22 further comprising crediting a user account indicated in the user preference profile based upon the transaction selected.

24. **(Withdrawn)** The method of Claim 21 further comprising notifying a retailer associated with the transaction selected by the user.

25. **(Withdrawn)** The method of Claim 24 further comprising providing the retailer with the transaction information and user information associated with the transaction selected by the user.

26. **(Withdrawn)** The method of Claim 21 further comprising generating a return shipping label for the merchandise to be returned.

27. **(Withdrawn)** The method of Claim 21 further comprising notifying a shipping provider of a merchandise return to be picked up.

28. **(Withdrawn)** The method of Claim 21 further comprising auctioning the merchandise selected for return by the user.

29. **(Withdrawn)** The method of Claim 21 further comprising communicating between a client system and a server system via the Internet.

30. **(Withdrawn)** The method of Claim 21 further comprising identifying the user using a login process.

31. **(Withdrawn)** The method of Claim 30 further comprising requesting transaction history data from a retailer on a real-time basis upon identifying the user using the login process.

32. **(Withdrawn)** The method of Claim 21 further comprising receiving transaction history data from a retailer on a periodic basis.

33. **(Withdrawn)** The method of Claim 21 further comprising providing the user with a return shipping label for use by the user to return an item associated with the selection.

34. **(Withdrawn)** A method for processing the returns of merchandise comprising:

identifying a user using a computerized login process;

storing transaction history data associated with the identified user in a computerized database, the transaction history data comprising information about one or more purchase transactions associated with the identified user;

displaying the transaction history data associated with the identified user to the user on a computerized system;

initiating a returns process in response to a selection, by the user, of a transaction displayed in the transaction history, the selection comprising input by the user into the computerized system;

notifying a retailer associated with the transaction selected by the user that the returns process has been initiated, and

crediting a user account indicated in a user preference profile based upon the transaction selected by the user.

35. **(Previously Presented)** The method of Claim 2, further comprising completing the returns process based upon settings in the consumer preference profile.

36. **(Previously Presented)** The method of Claim 2, wherein the consumer preference profile comprises a name associated with the consumer, credit information associated with the consumer, and shipping information associated with the consumer.

37. **(Previously Presented)** The method of Claim 1, wherein identifying the consumer comprises identifying the consumer using a login process.

38. **(Previously Presented)** The method of Claim 37, further comprising requesting transaction history data from a retailer on a real-time basis upon identifying the consumer using the login process.

39. **(Previously Presented)** The method of Claim 1, further comprising receiving transaction history data from a retailer on a periodic basis.

40. **(Previously Presented)** The method of Claim 1, wherein the listing of merchandise in the transaction history is indicative of merchandise purchased by the consumer from an e-tailer.

41. **(Previously Presented)** A method for processing the returns of merchandise purchased through the World Wide Web comprising:

receiving, from a consumer, an electronic request via a computerized system associated with the consumer, the electronic request requesting to initiate processing of one or more items of merchandise purchased by the consumer in a prior purchase transaction;

in response to receiving the electronic request from the computing system associated with the consumer, gathering transaction history data associated with the consumer from a computerized database;

displaying the transaction history associated with the identified consumer to the consumer on the computerized system associated with the consumer, the transaction history identifying a listing of merchandise associated with the consumer;

in response to and after displaying the transaction history, receiving an electronic selection, generated by the consumer on the computerized system associated with the consumer, of a particular item of merchandise within the listing of merchandise in the displayed transaction history, the electronic selection comprising input into the computerized system; and

initiating a returns process in response to receiving the electronic selection; and

wherein identifying the consumer comprises receiving a client system identifier in a message from the consumer.

42. **(Previously Presented)** The method of Claim 1, wherein initiating the return process comprises validating the item of merchandise selected to authorize the return of the item of merchandise.

43. **(Previously Presented)** The method of Claim 1, wherein initiating the return process comprises comparing information associated with the selection of the item of merchandise to at least one return rule of a retailer associated with the transaction.

44. **(Previously Presented)** The method of Claim 1, wherein initiating the return process comprises determining if the selected item of merchandise is perishable.

45. **(Previously Presented)** The method of Claim 1, wherein initiating the return process comprises using the computerized system associated with the consumer to generate a return shipping label to be used to return the selected item.

46. **(Previously Presented)** A method for processing the returns of merchandise purchased through the World Wide Web comprising:

receiving login information from a consumer associated with the purchase of one or more items of merchandise, the login information received from a computerized system associated with the consumer;

using the login information to complete a login process to identify the consumer;

gathering transaction history data associated with the identified consumer from a computerized database;

causing the transaction history associated with the identified consumer to be displayed to the consumer on the computerized system associated with the consumer, the transaction history identifying a listing of merchandise having been purchased by the consumer from a retailer;

in response to and after displaying the transaction history, receiving an electronic selection, generated by the consumer, of a particular item of merchandise within the listing of merchandise in the displayed transaction history, the electronic selection comprising a click on the particular item of merchandise within the list of merchandise and identifying the particular item of merchandise for returns processing; and

in response to receiving the electronic selection comprising the click on the particular item of merchandise within the list of merchandise, initiating a returns process for the particular item of merchandise selected by the consumer from the list of merchandise purchased by the consumer in a prior purchase transaction, the returns process initiated by a returns server.